

eWIC – Change in BF Status – Increase Issued Formula

Intro

This MOWINS on-demand training module...

Intro1

...is provided by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services. It provides an overview of the eWIC process for Increasing Issued Formula and Breastfeeding Status Changes in MOWINS.

MBF to SBF/NBF – Increase Issued Formula No Redemption

Audio

This course contains audio. Please turn on your speakers.

MBF Change

In this first scenario, we will look at what to do if a participant who was issued a Mostly Breastfeeding food package returns and requests more formula.

The County family was seen earlier today but returned for more formula. Henry is a Mostly Breastfeeding infant whose mom is breastfeeding at night and occasionally during the day.

Henry was issued benefits for June, July, and August.

Ppt Folder

Although it is unlikely, let's check to see if there has been any redemption activity.

Remember, there are two (2) ways to determine if there has been any redemption activity.

The easiest way to view redemption activity is in the EBT Transaction History screen. However, this screen will only update once a retailer has sent their WIC purchases to our EBT processor. If the participant has shopped in the last two (2) business days, this screen may not accurately reflect those redemptions.

The second option is to print the Account Balance and compare the current month benefit set to the benefits listed in the Benefits History tab for each participant. This option requires users to do a side-by-side comparison and can be time consuming.

For this module, we will review the EBT Transaction History first and then review the Account Balance.

<no script> Click the **Benefit Management** menu.

<no script – failure hint> Select **View EBT Transaction History**.

Transaction Hx

The information provided on this screen is only accurate if there have been no transactions in the last two (2) business days. Considering the family was just seen this morning, it is unlikely this screen will yield any results. Let's check.

<no script – failure hint> Click the Start Date drop-down calendar.

<no script – failure hint> Select June 1st.

<no script – failure hint> Click the **Redemption Activity** radio button.

<no script – failure hint> Click the **Search** button.

Transaction Hx1

If the cursor spins and stops without any records displaying, there are no records that match the search criteria. Unfortunately, there is not a message indicating this.

If we want, we can always search again to make sure...

<no script> Click the **Search** button again to double-check.

...nope. No redemption activity.

<no script> Click the **Close** button.

PF1

Let's take a look at the benefits Henry was issued.

<no script> Click the **Benefits History** tab.

Benefits Hx

If we expand the nodes...

...we can see he was issued one (1) can of Enfamil Infant formula.

Acct Balance

The second way to review Redemption Activity is to compare the Account Balance to the benefits issued in the Benefits History tab. Since we are only concerned with what was redeemed for Henry, we will check that there is one (1) can of Enfamil Infant, 24 ounces of infant cereal, and 128 ounces of infant fruit and vegetables.

<no script> Select the **Benefit Management** tab.

<no script> Select **Print EBT Account Balance**

There is no need to print at this time, so let's **Display on Screen**.

<no script> Click OK or press the Enter key on the keyboard.

As you can see, all of Henry's benefits remain on the eWIC card. There is one (1) can of Enfamil Infant, 24 ounces of infant cereal, and 128 ounces of infant fruits and vegetables.

BF Amt

Mom is requesting as much formula as we can provide while she is still breastfeeding. So we will need to change her breastfeeding amount to Some Breastfeeding.

We will quickly update the necessary fields to reflect the current Health Information.

Add Formula

Since we are adding formula to Henry's benefits, where do we go? Go ahead.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

Save Changes

<no script – failure hint> Click the **Yes** button.

Update Fd Rx Msg

<no script – failure hint> Click the **Yes** button.

Select Formula

Henry is currently on Enfamil Infant Powder.

<no script – failure hint> Select **12.5 OZ ENFAMIL INFANT PWD**

<no script – failure hint> Click OK or press the Enter key on the keyboard.

Update Mom DFP

<no script – failure hint> Click OK or press the Enter key on the keyboard.

Mom Not Eligible

<no script – failure hint> Click Yes.

Open FAW Again

As we saw before, the system forgot where we started. Go ahead and open the **Food Adjustment Wizard** again.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

FAW

We need to **Add More Formula**.

<no script> Click the **Add More Formula** radio button.

<no script> Click OK or press the Enter key on the keyboard.

Add Formula

MOWINS will show all benefit sets that currently have formula in the food prescription. No infant foods will be shown in the **Add Formula** screen.

We are increasing the amount of Enfamil Infant. The number of cans issued to the card is one (1).

The max number of cans we can add to the card is six (6), which is based on the formula, breastfeeding amount, and age. If there had been any redemptions, the amount of cans available to issue would decrease.

There is no auto-proration because the initial formula issuance was for a full package.

Let's add our six (6) cans to each benefit period.

<no script> Double click inside the **Additional Cans** cell in the first row.

Add Formula1

<no script> Type 6 then click in the cell for July.

<no script> Type 6 then click in the cell for August.

<no script> Type 6 then click the **Send EBT Data** button.

Notice the Direct Ship radio button did not display. In this instance, we would not be able to direct-ship this formula.

<no script> Click OK or press the Enter key on the keyboard.

Health Info

Let's review our changes in the Benefits History tab.

<no script> Click the **Benefits History** tab.

Benefits Hx-after

<expand nodes>

The original July and August benefits were voided, a new set with a total of seven (7) cans of formula were added.

For the current benefit set, six (6) cans were added to June benefits.

Now let's take a look at the Food Prescription.

<no script> Click the **Food Prescription** tab.

Food Rx

<expand nodes>

MOWINS automatically adjusted the current and future food prescriptions with the amount issued on the Benefits History tab.

Next, let's update mom's benefits.

Mom

Since Henry is eight (8) months old and is now only some breastfeeding, mom is no longer eligible for food benefits...

Mom Open FAW

...which means we need to void her benefits. Let's do that now.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

Mom FAW

If mom had redeemed any of her current benefits, we would only be able to void her future benefits.

But remember from the EBT Transaction History that there weren't any redemptions for the current month so we should void both current and future benefits.

Go ahead and do that.

<no script – failure hint> Click the **Void Current and Future Benefits** radio button.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

<no script – failure hint> Click Yes.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

Mom PF

Let's verify that MOWINS voided the current and future benefit sets.

<no script> Click the **Benefits History** tab.

Mom Benefits Hx

<expand nodes>

As you can see the current and future benefit sets were voided. Our next step is to provide this household with a copy of their Account Balance.

Account Balance

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Print EBT Account Balance**.

<no script – failure hint> Click the **Send to Printer** radio button.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

<no script> Click when ready to continue.

<no script> Click when ready to continue.

Redemption

MBF Some Redemption

Now, let's take a look at what to do if a participant who has been issued a Mostly Breastfeeding food package returns for more formula and has redemption activity for the current month.

Scott is a Mostly Breastfeeding infant whose mom would like more formula.

He has been issued June and July benefits.

PF Some Redemption

As always, we need to verify if there has been any redemption activity. For this scenario we will use the EBT Transaction History screen. Let's go there now.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **View EBT Transaction History**.

Trans Hx Some Red

As a reminder, the information provided on this screen is only accurate if there have been no transactions in the last two (2) business days.

<no script – failure hint> Click the Start Date drop-down calendar.

<no script – failure hint> Select June 1.

<no script – failure hint> Click the **Redemption Activity** radio button.

Trans Hx Some Red1

<no script – failure hint> Click the **Search** button.

As you can see there have been two (2) redemptions for June. Let's review the first transaction.

<no script> Click the first row to highlight and enable the View Details button.

<no script> Click the **View Details** button.

Scott has redeemed three (3) cans of formula and some infant foods.

<no script> Click the **Close** button.

Trans Hx Some Red2

<no script> Click the last row to highlight it.

<no script> Click the **View Details** button.

Morgan has redeemed one (1) dozen eggs, one (1) gallon of milk, and one (1) loaf of bread.

<no script> Click the **Close** button.

<no script> Click the **Close** button.

PF Some

Let's take a look at the benefits Scott was originally issued.

<no script> Click the **Benefits History** tab.

Benefits Hx Some

<expand nodes>

Scott was originally issued four (4) cans of powdered Enfamil Infant formula for the months of June and July.

Since he is already receiving the max amount for Mostly Breastfeeding, we will need to change his breastfeeding amount to Some Breastfeeding.

<no script> Click the **Health Information** tab.

BF Amt Some

We will quickly update the necessary fields...

...to reflect the current Health Information.

Again, we are adding more formula to his benefits. Where do we go? Go ahead.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

BF Changes Msgs

Since we have updated the Health Information, we will be asked if we want to save. Click Yes.

<no script – failure hint> Click the Yes button.

Next, MOWINS will alert you that there will be a food prescription change due to the change in the breastfeeding amount. The following message appears to ask you if you want to continue. Click Yes.

<no script – failure hint> Click the **Yes** button.

<no script> Select **12.5 OZ ENFAMIL INFANT PWD**

<no script – failure hint> Click OK or press the Enter key on the keyboard.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

<no script – failure hint> Click the **Yes** button.

Open FAW Again Some

MOWINS forgot where we started. Open the Food Adjustment Wizard again.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

FAW Some

Go ahead and **Add More Formula**.

<no script – failure hint> Click the **Add More Formula** radio button.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

Add Formula Some

Both the current and future sets are listed, as well as the formula we are adding.

Four (4) cans were originally issued and the maximum for an infant some breastfeeding at six (6) through 11 months old is seven (7). The max amount of additional cans available to be issued is three (3) cans.

Add the three (3) cans to the first benefit set now.

<no script> Double click inside the **Additional Cans** cell in the first row.

<no script> Type 3 into the cell and click on the next cell.

We will quickly add the three (3) cans for the July benefits.

<pause for animation>

Now let's communicate our change.

<no script> Click the **Send EBT Data** button.

<no script> Click OK or press the Enter key on the keyboard.

Health Info Some

Let's view our changes in the **Benefits History** tab.

<no script> Click the **Benefits History** tab.

Benefits Hx Some-after

<expand nodes>

The original future set of July benefits were voided and a new set with a total of seven (7) cans of formula was added.

For the current set of June benefits, three (3) cans were added.

Now let's take a look at the Food Prescription.

<no script> Click the **Food Prescription** tab.

Food Rx Some-after

<expand nodes>

New food packages were created with today's date and July.

Since mom was originally provided a mostly breastfeeding food package, next, we need to correct her benefit set.

Mom Some

Scott is nine (9) months old and is now Some Breastfeeding; mom is no longer eligible for food benefits.

Since mom is no longer eligible, we need to void her benefits. Go ahead.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

Mom FAW Some

Remember the EBT Transaction History screen? Since Morgan already made redemptions for the current month's benefit set, which void option do we choose?

<no script – failure hint> Click the Void **Future Benefits** radio button.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

Mom Void Some

<no script – failure hint> Click the checkbox for the July benefits.

<no script – failure hint> Click the **Send EBT Data** button.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

Account Balance Some

We might as well take a quick look at the Account Balance. Go ahead and display to screen.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Print EBT Account Balance**.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

<no script> Click when ready to continue.

End

Thank you for viewing this on-demand MOWINS training module presented by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services.